



REPORTING A VEHICLE SAFETY OR NON-COMPLIANCE ISSUE

Enclosed is a form to enable you to report a possible safety or non-compliance issue in your vehicle. Please read the following information before you complete the form.

You should only complete the enclosed form if you have a significant concern regarding the safety of your vehicle that is related to the design and manufacture of the vehicle. The form may be posted to the address shown on the last page.

It is important you initially contact the seller or any authorised dealer of your model of vehicle to explain the problem. This has two purposes. Firstly, consumer affairs and fair trading agencies usually require the customer attempt to resolve any problem with the seller before they intervene. Secondly, motor vehicle dealers are required by manufacturers to report cases of defects in customer's vehicles. Manufacturers use this information to conduct their own investigations into possible safety defects so that they can take appropriate action.

The Australian Government regulates the manufacture, importation and supply to the market of new road vehicles to ensure an acceptable level of safety, emission control and theft protection across the Australian vehicle fleet. The Department of Infrastructure and Transport (the Department) administers these arrangements under the *Motor Vehicle Standards Act 1989* (the Act) and Motor Vehicle Standards Regulations 1989. Vehicle standards are set through the Australian Design Rules (ADRs).

The Department also carries out safety investigations, monitors vehicle recalls and considers complaints about vehicles with safety issues within the terms of the *Competition and Consumer Act 2010*, or that are not compliant with relevant ADRs.

The Department does not deal with issues relating to normal wear and tear on a vehicle. Please note the Department is not a consumer affairs agency and is not able to assist you in obtaining a refund, repair or replacement from the seller. For this you should approach the agency handling consumer affairs or fair trading in your state or territory. The Department cannot assist you in any adversarial proceedings.

The Department may conduct an impartial investigation into your report. Australian Consumer Law provides for defects in goods, up to 10 years old, that will or may cause injury, to be rectified by the supplier through recall if necessary, or through other appropriate action. The Department advises the Australian Competition and Consumer Commission on road vehicle defects and recalls.

The enclosed form requests certain information, including the name and address of the owner and driver and details of the vehicle. The Department may need to disclose this information to the manufacturer, so that arrangements can be made, if required, for the reported defect to be investigated jointly by the manufacturer, the Department, and other organisations as necessary (e.g. state and territory governments).

Thank you for your assistance.

The Director
Regulatory Policy, Risk and Compliance Section
Vehicle Safety Standards Branch



Reporter Details (Person or Organisation reporting)

Name

Address

Phone Mobile

Email

Action Taken

Purchase Details

Dealer or Retailer Involved

Phone () Purchase Date / / New Used

Vehicle Details (from Compliance Plate & Manufacturer's Plate)

Make Model

Engine No.

Compliance Plate Date / / Approval Number Date of manufacture / /

Vehicle Identification Number (VIN)

Engine Capacity Petrol Diesel LPG only Other

Odometer km Manual Automatic Not applicable Other

Seating Capacity Gross Vehicle Mass (GVM)

Operational Details (eg: annual distance in km, load, road conditions etc)

Please describe the matter you are reporting



Reported to Manufacturer or Dealer? (give details)

Action to date by Manufacturer or Dealer

The Department of Infrastructure and Regional Development (the Department) collects personal information for the purposes of considering complaints about vehicle safety and compliance with the *Motor Vehicle Standards Act 1989* and Motor Vehicle Standards Regulations 1989.

The Department will use the information to assist in investigating complaints. Information may be disclosed to the Australian Customs and Border Protection Service; Australian Competition and Consumer Commission; state and territory consumer protection agencies; federal, state and territory law enforcement agencies; and state and territory vehicle registration authorities. Additionally, information may be provided to applicable vehicle manufacturers (who may be located overseas).

Failure to provide the requested information may limit the Department's ability to investigate complaints.

The Department's on-line privacy policy contains information regarding complaint handling processes and how to access and/or seek correction of personal information held by the Department. The Privacy Officer can be contacted on 02 6274 7844 or by email on clientservice@infrastructure.gov.au.

Can this information be disclosed to other parties (such as the manufacturer or state or territory authorities) Yes No

Signature of Reporter - Date

Signature of owner of vehicle - Date

Attach copies of any correspondence referring to the problem
Operational Details (eg: annual distance in km, load, road conditions, etc)

Attachments Photographs Sketches

PLEASE POST YOUR COMPLETED FORM TO:

The Director
Regulatory Policy, Risk and Compliance Section
Vehicle Safety Standards Branch
Department of Infrastructure and Regional Development
GPO Box 594
CANBERRA ACT 2601